



DEPARTMENT OF THE NAVY
CHIEF OF NAVAL EDUCATION AND TRAINING
250 DALLAS ST
PENSACOLA FLORIDA 32508-5220

CNETINST 5420.4A
OTE4

(R)

31 JUL 1998

CNET INSTRUCTION 5420.4A

Subj: HEALTH CARE CONSUMER COUNCIL

1. Purpose. To prescribe policies and procedures for establishing Health Care Consumer's Councils (HCCC) at Medical and Dental Treatment Facilities (MTF/DTF) within the Naval Education and Training Command.

2. Cancellation. CNETINST 5420.4

3. Background. The reorganization of Navy Medicine transferred command and control of MTF/DTFs to the Responsible Line Commander (RLC). As a result the RLC serves as an advocate for the health care delivery system and its beneficiary population. The HCCC is an important source of objective information concerning the effectiveness of this delivery system. Its primary objective is to provide a forum for the interchange of candid ideas and information between medical facilities, consumer representatives, and the RLC.

4. Action. HCCCs shall be established at each MTF and DTF. This requirement does not preclude combined medical and dental consumer councils where activities are co-located. Separate groups are not required where consolidation is reasonable and representation is considered adequate. Consumer councils shall serve as a forum for health care managers and consumer representatives to exchange information that will contribute to a better understanding of mutual problems. Providers will have the opportunity to explain policies, practices, problems, changes in regulations, services available, etc. Consumers will have an opportunity to introduce, for discussion, items related to the delivery of health care.

5. Composition. The RLC shall act as chairman of the HCCC or delegate this position to an appropriate line officer not below the rank of Captain and servicing in a major command billet. The consumer's council shall consist of senior knowledgeable medical and dental command representatives, as appropriate, and representatives from the various commands and organizations supported by the medical and dental facilities. The following organizations shall be invited to attend:

- a. Local commands/tenant commands
- b. Command sponsored ombudsmen

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- c. Fleet Reserve Association
- d. Retired Officers Association
- e. Wives Clubs
- f. Other consumer groups

6. Reporting. Meetings on consumers' councils shall be held at least quarterly. Minutes must be kept and an information copy R) forwarded to the Chief of Naval Education and Training (OTE4). Subjects or problems identified for further investigation and follow-up will be reflected in the minutes.



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